

Complaints Policy

Jigsaw

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1 Aims

1. The purpose of this policy is to ensure that all Jigsaw Homes Group customers (or their authorised representatives) and any person or group of people who are affected by an activity or service carried out by the Group can raise their complaint and have it thoroughly investigated and resolved in a timely manner.
2. This policy outlines the way in which complaints are to be managed. It also sets clear guidelines and timeframes, helping you to understand the process when raising your complaint and what you can expect from us whilst we deal with your complaint.
3. We follow the Housing Ombudsman Service's dispute resolution principles in our approach to resolving complaints; the principles are to be fair, put it right, and learn from the outcomes.

2 Scope

4. This Policy applies to all subsidiary members of Jigsaw Homes Group.
5. Some services we carry out are contracted to or by us to deliver with partnership organisations; complaints about these particular services may go through different complaints processes.
6. We have specialist debt advisors for our customers as part of our Money Advice Teams. If you wish to make a complaint specifically about money or debt advice services, please refer to our separate policy - Complaints - Money/Debt Advice Policy.

3 Policy Statement

7. At Jigsaw Homes Group we are committed to providing an excellent service to our customers. However, we realise that things can occasionally go wrong. If this happens to you and you are unhappy about our service delivery, then we want you to let us know and we will always try to resolve your problem as quickly as possible.
8. Customer feedback, including complaints, is very important as it helps us to learn and develop as a company, so that we can improve the services we provide to all our customers.

3.1. What Is a Complaint?

9. Complaints are different to everyday enquiries and requests for service such as reporting repairs, rent enquiries or reporting anti-social behaviour issues. Everyday enquiries are not covered by this policy, but are covered by individual service areas' policies and procedures.
10. A complaint within this policy is defined as:
11. 'An expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the organisation, its own staff, or those acting on

its behalf, affecting an individual resident or group of residents; where an initial informal response has not proven satisfactory’.

3.2. Who Can Make a Complaint?

12. A complaint can be raised to Jigsaw Homes Group by any person or group of people affected by an activity or service provided by the Group including:
13. • Current tenants/licenseses and members of their households
14. • Former tenants/licenseses
15. • Housing applicants
16. • Leaseholders
17. • MPs and Councillors
18. • Advocates of the complainant such as friends, relatives or other representatives (prior written consent from the complainant is required)
19. • Residents of Group neighbourhoods/those who have been affected by Group activities and services in the locality
20. • Clients/customers for some contracted services (some contracted services are not covered by this policy)
21. • This policy applies to customers living in properties let through the Homes for All Scheme. It does not apply to landlords who let homes through the scheme. Landlord disputes should be initially directed to Jigsaw Support.
22. This Policy applies to complaints against external contractors and external service providers acting on our behalf.

3.3. Exclusions

23. There are some circumstances where we will not normally accept a formal complaint. However, in some of these circumstances we may internally investigate to ensure we continue to provide the best possible service. Such circumstances include:
24. • Anonymous complaints
25. • Complaints raised on behalf of a customer without their authority
26. • Complaints that have previously been fully investigated in-line with this policy
27. • Where you are telling us about a problem for the very first time (we try to resolve first expressions of dissatisfaction quickly as informal complaints outside of this Policy, except where the complaint concerns the behaviour of a member of staff)
28. • Where you are asking for clarity of our policies and procedures
29. • Where you wish to complain about a company policy; we can investigate whether a policy has been followed, but we will not accept a complaint about the policy itself
30. • Insurance claims, these will be handed to our insurers or our Insurance Team

31.
 - Where the issue took place more than 6 months ago (it may not be appropriate to rely on this exclusion where complaints concern safeguarding or health and safety issues).
32.
 - Reports of anti-social behaviour (please refer to our Anti-Social Behaviour Policy instead)
33.
 - Reporting a repair for the first time
34.
 - Service charges/rent (We will accept complaints about the quality or frequency of work paid for via service charges)
35.
 - Complaints concerning the level of rent or service charge or the amount of the rent or service charge increase
36.
 - Where we have special arrangements in place with a customer, in line with our Unreasonable Behaviour Policy
37.
 - Complaints which are being pursued in an unreasonable manner including frivolous or vexatious complaints
38.
 - We will suspend any complaint where legal proceedings have commenced. Once the legal proceedings have been concluded we will consider the complaint
39.
 - Demoted tenancy appeals
40.
 - Temporary business or service closures/outages (including digital services) due to unforeseen circumstances or logistical reasons
41.
 - There are separate complaints policies for certain specific services
42.

There may be other circumstances where it is not appropriate to follow this complaints policy. For example, where a complaint relates to a Right to Buy or Right to Acquire process. In these circumstances the Chief Executive's Department will contact you to explain why the complaint cannot be considered under this policy; they will also signpost you to an appropriate service or team to progress the matter in the suitable way.

3.4. How a Complaint Can Be Made

43.

We are happy to receive your complaint in a variety of ways to suit you. You can log a complaint by:
44.
 - Calling us
45.
 - Visiting us in person
46.
 - Emailing or writing to us
47.
 - Social media

3.5. Help in Making a Complaint

48.

If you are struggling to make your complaint and would like some help to do so, please contact us and ask for the Chief Executive's Department.

3.6. Complaint Timescales

49. We aim to respond to complaints promptly; our timescales are explained further in this policy under the relevant headings. Sometimes it may not be possible to respond fully to a complaint within these timescales, but we will always keep you informed of any changes and advise you when you can expect a reply.

3.7. Complaints Process

50. Our frontline staff are able to help customers who want to make a complaint. If they can't help a customer themselves, they will help the customer find someone who can.
51. In most situations, the quickest and most effective way to resolve complaints or dissatisfaction for a customer is for us to work with managers in the relevant department to find a solution outside the formal complaints process.
52. If you remain unhappy with how your complaint has been handled, you can ask for your complaint to be escalated to the formal process under this Policy.
53. We have developed a simple two-step process for resolving formal complaints.

'Investigation'

54. This step is a formal investigation and we will offer a named individual to work with the relevant department to investigate your complaint for you. The named person will investigate and provide you with a full written response, which will normally be sent within ten working days from the acknowledgement of your complaint. If they need more time to investigate your complaint, they will always keep you informed, along with the reason why and when you can expect a full response.

'Review'

55. If after your complaint has been investigated, you are unhappy with how your complaint has been dealt with, you can request a 'Review'. You will need to make this request within one month of your 'Investigation' response being sent to you.
56. Your request to escalate to the Review step will initially be handled by a manager from the Chief Executive's Department who will review the complaint handling and consider the reasons for your escalation request. Where the Chief Executive's Department can respond to your request for review without the need for a full formal review, this is the approach we will take.
57. If the Chief Executive's Department decides that your request requires a full formal review, two Executive Directors will be assigned to review the details of your complaint and why you were unhappy with our previous response. We aim for the review to take place within 20 working days from accepting your review. The review panel will aim to respond to you within ten working days (unless they contact you to agree otherwise) with their findings and final decision.

58. Our response at the ‘Review’ step is our final response to your complaint and the end of our internal complaints process. If you are still not happy with the response you have received, information about further independent options are detailed below and are also available on our websites.

3.8. Designated Persons and the Housing Ombudsman Service

59. You can ask for your complaint to be considered by a ‘designated person’ when our internal complaints process is complete. A designated person may help resolve your complaint in one of two ways; they can try and resolve the complaint themselves or they may refer the complaint straight to the Housing Ombudsman Service. Designated persons usually only consider complaints which are within the remit of Housing Ombudsman Service, so some of the services we carry out might not be considered by a designated person - an example of this would be some services we deliver as a contractor. Designated persons include:
- 60. • Members of Parliament
 - 61. • Local Councillors
 - 62. • The Jigsaw Rewards Designated Tenants’ Panel
63. Alternatively you can wait eight weeks from the date of your final complaint response from Jigsaw Homes Group and contact the Housing Ombudsman Service directly.
64. You can contact the Housing Ombudsman Service at:
- 65. Housing Ombudsman Service, 81 Aldwych, London WC2B 4HN.
 - 66. Tel: 0300 111 3000 Minicom: 020 7404 7092 Fax: 020 7831 1942
 - 67. Email: info@housing-ombudsman.org.uk Website: www.housing-ombudsman.org.uk
 - 68. Our Chief Executive’s Department can provide further information about Designated Persons on request.

4 Monitoring and Delivery

69. The Chief Executive’s Department will monitor the delivery of this policy and it will be reviewed annually. We may review this policy sooner if appropriate, for example, if there are changes to legislation or business requirements.

5 Learning from Complaints

70. Customer satisfaction is a key measure of our performance and we take a proactive approach to learning from any customer feedback, including complaints and compliments. We use feedback to help shape our staff training programmes, policies and procedures and to continually improve the services we deliver to our customers.

6 Legislation and Regulation

- 71. Data Protection Act 2018
- 72. Equality Act 2010
- 73. Localism Act 2011
- 74. The Regulator of Social Housing
- 75. General Data Protection Regulation
- 76. Housing Ombudsman Service
- 77. Financial Ombudsman service
- 78. Consumer standards - Tenant Involvement and Empowerment

7 Related Policies and Procedures

- 79. This policy has links with all Group Policies and Procedures

8 Glossary

- 80. N/A

9 Document Control

Responsible Officer/s:	Hilary Roberts, Group Chief Executive Sarah Chilton, Head of Chief Executive's Department
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Creating homes. Building lives.

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